



ARGYLE
COMMUNITY
TRUST

JOB APPLICATION PACK

Facilities Duty Supervisor

£24,150 per annum plus benefits

Full-time Permanent

40 hours per week





We are proud to be the official charity of Plymouth Argyle Football Club. For over 25 years it has been our mission to inspire and make a positive difference to Devon and Cornwall Communities.

Our outreach work, and the impact we have on the lives of the communities we proudly serve, wouldn't be possible without our incredible people. Trust staff truly make a difference every day.

Mark Lovell - Argyle Community Trust Chief Executive Officer

WHO WE ARE

We are the leading sport for social good charity in Devon and Cornwall, operating over 2,700 square miles. We utilise the prestige of football and the reach of the club to inspire, engage, and help people of all ages, genders, races, and socioeconomic statuses, with a vision to 'provide opportunities to all people within our local communities by inspiring and empowering them through sport'.

OUR VALUES

We endeavour to uphold six core organisational values:

Professionalism - our staff are role models, coaches, mentors, and teachers and must conduct themselves professionally.

Inclusivity - we believe in fair play and having open access for all. We aim to celebrate diversity and focus on the needs of each individual and community.

Respect - we respect our partners, people, and communities and aim to gain the respect of others.

Excellence - we strive for excellence in all we do to support our beneficiaries and ensure they reach their full potential.

Honesty - we are open and transparent in all our work and with the communities we serve.

Pride - we are proud of what the organisation and its parent club represent.

WHAT WE DO

Our work across Devon and Cornwall focuses on removing barriers to participation and offering opportunities that are accessible to all communities in our operational area. We maintain a focus on disadvantaged and isolated communities, underrepresented groups, at-risk children, young people, and adults. We strive to work ethically and transparently in everything we do.

OUR MISSION

Our mission is to inspire and make a positive difference to Devon and Cornwall communities through the power of sport and the brand of Plymouth Argyle Football Club. In short 'We are One Argyle.'

Our work strands focus on six key areas, all aligning with our strategic aims which are to:

Empower people in the communities of Devon and Cornwall to overcome inequalities and raise aspirations by providing opportunities and accredited attainment.

Promote physical participation and wellbeing by encouraging healthier lifestyles and removing barriers to participation.

Inspire supporters to engage with our community outreach programmes.

Improve our systems and structures to ensure we provide quality, efficient services that are value for money.

Understand and measure the impact of our programmes on the community.

Equality, Diversity and Inclusion

Argyle Community Trust is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation, or age.

Safeguarding

Argyle Community Trust is committed to safeguarding, protecting the welfare of all participants in our programmes and promoting robust policies to ensure that our staff and volunteers adhere to safe practices. Where regulated activity forms a part of the job role, the successful candidate will be subject to undertaking enhanced DBS checks prior to employment.

Candidates are advised that in order to identify any matters that might relate directly to ACT's legal duty to meet the safeguarding requirements set out in KCSIE, online searches may be carried out on short-listed applicants in order to identify incidents or issues related to a candidate's suitability to work with children.



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Position:	Facilities Duty Supervisor
Location:	Plymouth
Offices:	Manadon Sports Hub, Central Park Hub, Sherford Playing Pitches, Brickfields Hub
Salary:	£24,150 per annum plus benefits
Contract:	Full-time Permanent
Hours:	40 hours per week, including evenings and weekends
Reports to:	Facilities Operations Manager

Argyle Community Trust is looking to appoint an energetic and proactive individual to take on shift management responsibility of our community facilities. This role offers the opportunity to work closely with the Operations Manager where you'll support the planning and delivery of practices that aim to provide our customers and staff with an enjoyable and first-class experience.

As Duty Supervisor, you will be responsible for coordinating the day-to-day operation of our community facilities. You'll supervise and motivate a team of staff, ensuring that daily tasks are delegated and completed, the facilities are safe and fit for purpose, and our customers are the centre of attention.

You'll be a driving force behind our programmes, activities, and services, fostering an environment where people of all ages can come together to socialise and access valuable resources. You'll provide support across all our departments, prioritising your time to ensure that operational needs are met and are proactively attended to, helping us reach our full potential. You'll be passionate about enhancing the visitor experience, ensuring that the duty team uphold and deliver the highest standards.

Argyle Community Trust is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation, or age. Argyle Community Trust is committed to safeguarding and promoting the welfare of all participants on our programmes and promotes robust policies to ensure that our staff and volunteers adhere to safe practices. The successful candidate will be subject to undertaking enhanced DBS checks prior to employment.

As a registered charity, the Community Trust works, in close conjunction with Plymouth Argyle Football Club and with many people across several sectors where sport has proven to be the ideal tool for creating lasting engagement with a diverse range of individuals.

HOW TO APPLY

If you can meet the specifications and would like to become part of the Argyle Community Trust team, please complete our online application forms <https://forms.gle/Lr5x7kHHEndy7jAL6> and <https://hr.breathehr.com/v/facilities-duty-supervisor-36404>.

You will be given the opportunity to upload a covering letter and CV should you wish to do so however, for safer recruitment purposes, we do not accept application by CV only.

If you would like further information or wish to discuss the post contact ACTrecruitment@pafc.co.uk.

For more information about the work of Argyle Community Trust and our strategic aims visit <https://argylecommunitytrust.co.uk/about-us/>.

Closing date for applications - Monday, 22 July 2024

JOB DESCRIPTION

Primary Objectives of the Role

- Supervise the of the day-to-day operation of the facility, ensuring daily tasks are delegated and completed in an efficient manner and on time.
- Ensure the facility is safe, clean, and welcoming, paying particular attention to presentation and cleanliness standards.
- Ensure that all staff and visitors comply with health and safety policy, safeguarding policy and the normal operating procedures and emergency action plans.
- Provide high-quality customer service standards, aligned with the customer care plan, ensuring that all visitors enjoy their visit and experience.
- Supported by the Operations Manager, coordinate the development, implementation and monitoring of day-to-day operational processes and procedures, ensuring optimum output from the duty team.

Supervise and deliver

- Lead an efficient and high-performing duty staff team, ensuring that each staff member is clear on their tasks and duties to optimise productivity and customer service.
- Manage the completion of daily tasks and procedures, including opening, closing and security checks.
- Cover front of house and office duties as required.
- Support front of house with the handling of booking enquiries, complaints, and emergencies.
- Support the food and beverage service, maximising every opportunity to encourage customer spend through the bar, café, and reception.
- Support the induction, training, development, and performance of team members.
- Undertake other duties as may be reasonably requested and required by the senior staff team.
- Work across all Trust community venues to meet operation needs.
- Prioritise tasks which achieve personal KPIs and revenue targets set out and agreed with the Operations Manager.
- Champion the delivery standards of our front of house services, focussing on improving the visitor experience and customer journey.
- Coordinate the booking renewals process, supported by the front of house team.
- Support the Caretaker with administration tasks to ensure records are kept up to date.
- Lead on stock management across all facilities.
- Be available to cover and swap shifts within 24hrs notice.



Expertise and Best Practice

- Collaborate with other departments to identify ways to enhance the overall on-site experience of internal provisions and its participants, key users, and staff.
- Undertake training and CPD, taking responsibility for your ongoing professional development.
- Use measurable performance indicators to assess and report on impact of existing processes and procedures.
- Identify new processes which could be implemented to improve day-to-day facility operations, focussing specifically on ways of becoming more efficient to reduce staff labour time and resource.

Safety and Compliance

- Supervise the health and safety of the facility, in accordance with all associated risk assessments, including prioritising and reporting any maintenance issues and defects to the Caretaker.
- Supervise the day-to-day financial tasks, ensuring monitoring, handling, and controlling processes are adhered to, including cash & card transactions, and daily reconciliation.
- Monitor the usage of the on-site car park to ensure all vehicles are parked appropriately and safely.
- Supervise and coordinate all normal and emergency operating procedures whilst on shift.
- Ensure the reporting of accidents, incidents and near misses is done efficiently and in a timely manner.

Customer Focus

- Consult proactively with service users, partners, stakeholders, and employees with the aim of maximising participation and customer satisfaction.
- Work with the Operations Manager to evaluate both internal and external feedback and take appropriate action with a view to continuously improve service.
- Advocate partnership working, both internally and externally, with the aim of improving customer retention.
- Represent the Trust at meetings and network events with relevant external stakeholders.
- Consistently raise performance of the team by promoting and encouraging a customer first approach, aligning practice with our customer care principles.
- Supervise and support the handling of general and bookings enquiries, including the use of bookings platforms and CRM systems.

Responsibilities

- Prioritise Health and Safety and Safeguarding when planning and delivering to ensure that the Trust protects the welfare and safety of all staff, volunteers, and participants.
- Enhance the reputation of the Trust by creating positive relationships within local and national networks.
- Strive for quality & high standards, setting clear expectations and upholding Trust values.
- Take personal responsibility for executing your duties, understanding policies, and following procedures.



PERSON SPECIFICATION

Qualifications and Experience

Level 3 in a specific discipline related to leisure / business operations	E
A minimum of 2 years' experience of working in a customer facing environment	E
Experience in successfully supervising small staff teams, volunteers, and external partners	D
Experience of implementation of financial control methods and practices	D
Experience of formulating, implementing, and reviewing customer services	E
Experience of facilitating and monitoring compliance of Governance	D

Knowledge And Understanding

Extensive knowledge of health and safety best practise and legislation in leisure	E
Ability to undertake high level admin tasks	D
Understanding of industry standards relating to facility management and leisure operations	D
Knowledge of software applications and bookings systems	E
Knowledge of effective communication strategies	E
Excellent (current) knowledge of local needs relating to sports and community outcomes	D
In depth understanding of developing, monitoring, and reporting on working practices	E

Duty Supervisor Skills and Attributes

Communicates with others in an open, clear, concise, and purposeful way to build effective relationships and gain support and 'buy in' for ideas	
A commitment to supporting participants, and the principles of equality, diversity and inclusion	
A positive approach to motivating and working with individuals who may be hard to engage	
Compassion and understanding of issues affecting young people in education and employment	
Ability to create a strong team culture and work independently	
A creative, can-do and solution-oriented approach to work, with the ability to solve problems	

Staff Skills and Attributes






Proven relationship-builder at all levels with strong interpersonal skills	
Behave in an inclusive and respectful way, always representing the positive EDI values of the Trust	
Ability to accurately convey meaning and deliver information in a clear and engaging way including face to face presentations and written materials	
Understand obligations regarding confidentiality, information sharing and GDPR	
Good standard of English in both written and verbal communication; effectively conveying information at an appropriate level at an appropriate level	
Respond positively to feedback and strive for high standards and excellence in all aspects of the role.	

RELATIONSHIPS

Key Internal Relationships	Key External Relationships
Facilities Operations Manager	Facility clients and clubs
Remit Managers and staff	External Groups and Group Leaders
Health and Safety Manager	Local Community residents and visitors
Caretaker	



BENEFITS - WHY WORK FOR US?

We aim to ensure we look after our staff welfare and provide fair opportunities across the charity. Argyle Community Trust offers incentives and progression based on key performance indicators, appraisals and added value to the Trust.

-  Relevant qualifications and training
-  Ticket incentives for staff
-  An opportunity to buy back on holidays
-  Free access to courses for your children across Trust provisions
-  Club kit






Other Benefits

-  Holiday allowance based on service - After five years of service your holiday entitlement will increase by one day each year, enabling you to increase your holiday allowance by up to four days
-  Private healthcare after two years of service, not contractual but based on how the charity performs

Role Dependent Benefits

The Trust will also consider individual requirements needed to complete a role including:

-  Work mobile phone with some allowance for personal usage
-  Use of company vehicle for work purposes only
-  Car allowance



Plymouth Argyle Football in the Community Trust trading as Argyle Community Trust

Plymouth Argyle Football Club, Home Park, Plymouth, Devon, PL2 3DQ

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Scan to view our 2022/23
Impact Report



Company Number 06797988
Registered Charity Number 1128906
VAT number 406591203



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